

I can't log in/My password is not working/My account is locked

Category: FAQ

In general, call the NAS Control Room when you have problems logging in: (800) 331-8737.

More specifically, if you already have an account on a NAS high-performance computing system and you are trying to log in to a new account on another NAS system, your password on the new system is your current "lou" password. If you do not remember this password, a Control Room analyst will provide you with a new default password.

If you are a new user and don't know your default installation password for the NAS systems, please call the Control Room. See also [Enabling Your SecurID Fob and First-Time Login](#).

NOTE: Due to security requirements, in order for the Control Room analysts to provide you with a default password, (a) you must be able to provide the correct answer to a security question that you have already submitted to NAS, or (b) the analyst must be able to reach you at the phone number listed on your account request form. If your phone number has changed due to office moves or reorganizations, your PI must contact the Control Room stating the reason for the change via phone or FAX. The FAX number is (650) 604-1777. If your PI is unavailable, your branch chief or division chief may do this for you.

When you have been given a default password, you will be prompted to change it once you log into a NAS system. For guidance on choosing a password, please see the article [Password Creation Rules](#).

Article ID: 5

Last updated: 13 Jun, 2011

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<http://www.nas.nasa.gov/hecc/support/kb/entry/5/?ajax=1>